

**Office of Science (SC) Customer Information Advisory Group (CIAG)**  
**Meeting Summary**  
**December 3, 2003**

**Agenda**

- Previous Action Items (Rice)
- Support Center Items (Baker)
- November Performance Measures (Griffin)
- FY04 Products and Services Status (Griffin)
- Continuity of Operations Status (Centeno)

**Action Items**

Previous Action Items	Status
None	

New Actions from the December 3 Meeting	Assigned To
None	

**Retirement**

Ted Griffin announced that he would be retiring on January 2, 2004 and expressed his appreciation for the important work done by the CIAG over the last several years.

**Previous Action Items (P. Rice)**

Pat Rice noted that there are no outstanding action items.

**Support Center Items (B. Baker)**

The Outlook Exchange User List was provided. In addition, Brent Baker noted that the monthly maintenance scheduled for December 13 would be moved to December 20 if that date is acceptable to the SC front office. Baker stated that an e-mail regarding the timing of the maintenance would be sent out as usual.

**November Performance Measures (T. Griffin)**

Ted Griffin reviewed the updated performance measure ratings for November, noting that:

- A new high of 88% in overall customer satisfaction has been reached.
- The percentage of SCSC calls resolved by the first phone analyst by the end of the call was 84%, the second highest percentage recorded.
- The percentage of time that e-mail was operational was 100% for the 34<sup>th</sup> consecutive month.
- An SC-41 project has been added to the FY04 Operational Plan to increase the current percentage of common suite of software and corporate system available by remote access (measure number 7). Griffin stated that the goal is to reach 90%.

**FY04 Products and Services Status (T. Griffin)**

Ted Griffin provided an update on the FY04 Products and Services. The following are some project notes that were highlighted:

- Work on the SC-20/SC-90 split is continuing and should be complete within the next week.
- An e-mail listing the FY04 IM products and services to be provided by SC-41 was sent to all users.
- Each SC HQ employee workstation will be upgraded with a flat screen monitor and a Dell CPU with 2.6 GB of memory.

- Work on the Gigabit Ethernet project has been postponed until a resolution is reached regarding the Germantown/Forrestal connection. Per Dr. Orbach, a proposal will be made to the OCIO to allow SC-41 to assume control of the current line and make technical improvements for better performance. Otherwise, use of a second line independent of the CIO will be utilized.
- Per Dr. Orbach's request, research into updating videoconferencing equipment is continuing and demos will be presented in the near future. In addition, research will be done to identify potential commercial off-the-shelf budget systems that may be utilized by SC.
- Module 4 of the Procurement 2.0 project is in place and the scope and schedule for modules 1-3 is being reviewed. A project plan should be completed within the next two weeks.

## Continuity of Operations Status (K. Centeno)

Kathy Centeno summarized the recently implemented IT services component of the Continuity of Operations Plan (COOP), noting that:

- The IT services component is part of the overall COOP being developed by SC-80.
- The core IT services that will be available under the plan are science.doe.gov web services, SC HQ electronic mail, SC HQ shared network data drive storage (i.e. N:, P: and Q: drives) and SC remote access. No corporate applications will be available. Data backup will take place on a weekly basis.
- These services reflect a moderate cost approach to the IT component, which was selected based on the level of capability, industry "best practices" and cost.
- The backup site to SC HQ is the Thomas Jefferson Lab. This location was selected, in part; because it also is the site where critical personnel will be relocated if the plan is initiated. This would occur only if there is a high level of threat to national security.
- As part of the plan capabilities, work is being done to: (1) acquire a Microsoft "seal of approval" stating that the IT services component of the COOP is consistent with industry "best practices"; (2) obtain an independent review by non-SC engineers to ensure that the plan can be implemented by non-SC engineers if necessary; and to (3) develop a "memo of understanding" between the CIO, Thomas Jefferson Lab, ESnet as well as a required "authority to operate" document.
- Work will continue to assess and improve the IT services component of the COOP, which could potentially include addition of capabilities such as access to SC HQ corporate applications.

Name		Organization	Contact Information
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